



Police & Crime Commissioner for Cleveland
Cleveland Community Safety Hub
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 Chief Executive & Monitoring Officer:

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Working Together Meeting

Date: 12 September 2019

Time: 1pm-3pm

Venue: Cleveland Room 1, Cleveland Community Safety Hub

Agenda

		Presented by
1.	Apologies For Absence	
2.	Declaration of conflict of interest/disclosable pecuniary interest	
3.	Notes of the previous meeting	
4.	Neighbourhood Policing Update <i>Alison Jackson – will need to dial her in to the meeting</i>	Cleveland Police
5.	Single On Line Home Update <i>Presentation provided by the Force – no one in attendance due to other commitments – Elise to take panel through</i>	Cleveland Police
6.	Violence Reduction Strategy Update	<i>Simon Smart</i> - OPCC
7.	Community Engagement (handout) <i>Briefing from Sarah attached – Sarah attending and will cover the information in the report</i>	For Information – PCC <i>Sarah Wilson</i>
8.	Community Trigger	For discussion

	See page 9	Rachelle Kipling
9.	<p>Integrated Community Safety Teams</p> <p>Keeping this as a standard agenda item What is going well, what is not going well. Shared experiences and best practice. How staff are managed and where they take their direction from – Council/Police?</p>	For discussion
10.	<p>Funding Opportunities and Update on Home Office Funding</p> <p>OPCC reps will provide an update on Home Office funding but we can use the opportunity to discuss how we can be proactive on joint funding opportunities and what our approach is in order to maximise opportunity and timing for funding bids.</p>	For discussion OPCC staff
11.	Approaches to joint commissioning in 20/21 – Update	Liz Byrne - OPCC
12.	<p>Approaches to multi agency scrutiny – For discussion</p> <p>update provided by Liz Byrne – OPCC but it would be useful to have confirmation for each authority on their respective scrutiny panels reviews which involve Police/Crime/Community Safety topics</p>	Liz Byrne - OPCC
13.	E-cins Update	Denise Holian – OPCC
14.	<p>Forward Work Programme</p> <p>Any future items for the agenda?</p>	Discussion
15.	Any Other Business	
16.	Date of next meeting – 5 December 2019	



Working Together Meeting

25 June 2019

1pm – 3pm

Cleveland Room 2 – Cleveland Community Safety Hub, Hemlington

Present

Alison Jackson – Cleveland Police
Barry Coppinger – Police and Crime Commissioner
Simon Smart – OPCC
Denise Holian – OPCC
Julian Feakes – Redcar and Cleveland Council
Lisa Oldroyd – OPCC
Kay Dargue – Middlesbrough Council
Nicholas Stone – Hartlepool Council
Roni Checksfield – Hartlepool Council
Elise Pout – OPCC
Charlotte Rumins – OPCC

Apologies for Absence

Liz Byrne – OPCC
Jane Hill – Middlesbrough Council
Julie Pearce – Middlesbrough Council
Jay Hosie – Redcar and Cleveland Council
Phil Hepburn – Hartlepool Council
Rachel Parker – Hartlepool Council
Marc Stephenson – Stockton Council
Miriam Sigsworth – Stockton Youth Offending Team

Declarations of Interests

None received

Notes of the Previous Meeting – 3 April 2019

The notes of the previous meeting were approved.

Matters arising from the previous meeting were discussed and it was noted that the shoplifting online reporting system is now live. Discussions took place in relation to the launch of Single Online Home, which is a National Home Office product, and it was noted that this system would broaden the types of crime which could be reported online. Consultation has taken place with retailers in relation to the current online reporting system and this will continue to gather feedback on any improvements which can be made to the process.

Neighbourhood Policing Update

1. Chief Superintendent Alison Jackson provided a verbal update in relation to Neighbourhood Policing. It was noted that within the previous meeting, an update had been provided in relation to the current Neighbourhood Policing Model and that a decision had been taken by former T/CC Lee Freeman to move Neighbourhood officers into response to deal with the most vulnerable cases. This had meant that Neighbourhood teams consisted largely of PCSOs and supervision.
2. The approach was due to change and officers were being phased back into Neighbourhood roles, it was anticipated that this would be completed within the next three to four weeks. AJ noted that officers were working with the new Executive team to look at previous and current models to consider the most suitable approach for local delivery.

Action – Noted

Resources Update

3. Discussions took place in relation to partnership working and how links between the police and local authority can be improved. The PCC asked partners from the local authorities what changes had been made to their ways of working and what improvements they felt could be made.
4. Julian Feakes noted that Jay Hosie would be meeting with the PCC over the coming weeks to discuss Redcar and Cleveland's perspective.
5. Kay Dargue provided an update on Middlesbrough Council's position and it was noted that there has been a significant reduction in funding for Youth Offending services. Staffing and resources moving into the next financial year are being considered at a strategic level with the aim of strengthening opportunities for partnership working where possible. It was noted that following the election of Mayor Andy Preston, Middlesbrough are currently awaiting the refreshed vision statement and strategy which would provide a greater understanding of any potential gaps which partnership working could assist with.
6. The Hartlepool Integrated Community Safety team was discussed extensively under item 6.

Action – Noted

Integrated Community Safety Teams

7. Nicholas Stone noted that the partnership working within the Hartlepool Integrated Community Safety team is working fantastically as it allowed teams to share information and resources effectively to deal with the bigger issues within the area.
8. It was noted that the resource encourages effective collaborative working and partners from local authority teams are able to handle low level matters which would previously have been handled by the Police. A report had recently gone to the Safer Hartlepool Partnership highlighting the effectiveness of the team over the last 15 months.
9. AJ confirmed that Chief Superintendent David Sutherland was keen to develop a similar approach for local policing South and Stockton were due to be meeting with members of the Hartlepool Integrated team to view the model and consider the benefits.

10. The PCC asked what the team felt worked well about the model and key effective features raised included the co-location of teams, the speed of information sharing and participating in joint tasking meetings.

Action – noted

Violence Reduction Scheme

11. Simon Smart delivered an introductory presentation on the violence reduction scheme. The PCC has received a grant of £540k to March 2020, subject to Home Office evaluation. The proposal submitted by the OPCC was based on the response to serious violence with a focus on young people and tackling the root causes of behaviours.
12. The approach focuses on four key themes: prevention, early intervention, targeted intervention and young people (18-24 year olds) at risk. As part of the prevention, Adverse Childhood Experiences (ACEs) training has been funded to be delivered at practitioner level to staff and professionals prior to Christmas 2019. A County Lines training package was also being co-ordinated alongside NERSOU to ensure there wasn't an overlap with courses they provided. SS outlined the work which would be undertaken to meet the requirements of the four key themes.
13. Current services in each of the local authority areas were currently being mapped by SS to provide an overview of what is currently working well and to ensure any gaps are identified and acted upon within the Tees-wide Violence Prevention Strategy.
14. KD queried how soon the training on County Lines will take place. SS confirmed that following the training package review with NERSOU, details of the training will be circulated to local authority partners for delegates to be selected.

Action – details of available training to be shared with local authority partners

Domestic Abuse

15. This item was deferred to the next meeting.

Action – Noted

E-Cins Update

16. Denise Holian attended the meeting to provide an update on the current position with regards to E-Cins. It was noted that the OPCC are currently evaluating what had been working well with E-Cins and what improvements could be made. The evaluation would then be presented to the PCC and Chief Constable for their consideration as to where they would like to steer the systems usage. As part of the evaluation, the membership of the E-Cins steering group is also being considered to ensure the right people were in attendance to assist with decision making.
17. It was noted that E-Cins was now being used more frequently in Hartlepool from a community safety perspective as it had previously only been used for anti-social behaviour cases. SS noted that the DIVERT team have adopted E-Cins as a start to end case management system with all data relating to cases being uploaded and stored centrally.

Action – Noted

Funding Opportunities

18. SS noted that he had recently emailed partners in relation to the Youth Endowment Fund funding opportunity in which it is possible to be funded up to £20m a year for up to ten years with a focus on intervention work with a target age group of 10 to 14 year olds. It was noted that the first funding bid was required to be submitted by the 23rd July 2019 and SS asked that partners consider submitting a joint submission.

Action – Noted

Forward Work Programme

19. It was noted that the next meeting is due to take place on 12th September 2019 and the PCC asked that partners submit any topics, risks or opportunities they wish to discuss ahead of the meeting.

Any Other Business

20. Kay Dargue noted that South Tees Youth Offending Service had recently been inspected and received a great result. The report is now available online at:
<https://www.justiceinspectorates.gov.uk/hmiprobation/inspections/southteesyos/>

OPCC Community Engagement – Overview

Background

Through the 'Your Force Your Voice' initiative the Office of the Police & Crime Commissioner undertakes a wide range of consultation activities to obtain the views of the people of Cleveland on policing, crime and antisocial behaviour issues. This ensures that the priorities established through the Police and Crime Plan truly reflect the concerns of our local communities.

Consultation activities range from face to face meetings with local communities, focus groups with specific hard to hear groups and attendance at community events such as Middlesbrough Mela, Festival of Thrift. Since coming into office the Commissioner has attended almost 700 Your Force Your Voice meetings.

Overview of Recent Concerns

Over the last six months the top concerns raised by residents through community engagement meetings have been:

- Lack of visible police resources – many residents have expressed concern at reduced police and partnership resources as a result of ongoing budget cuts. Reduced visibility of community safety staff has, in some cases, led to increased fear of crime and antisocial behaviour and a perception that agencies are not tackling localised community safety issues.
- Drug dealing and using – drug related crime has been the top crime type mentioned in consultation. Some residents expressed frustration at a perceived lack of action when reporting intelligence regarding drug dealing. Police and partnership teams have had many successes regarding drugs in recent months, which have been well publicised, but it can be difficult to directly link intelligence to positive activity.
- Antisocial use of off road vehicles – this has been a key issue over the summer period, especially in rural areas. Operation Endurance continues to target this activity, and the community are encouraged to report the whereabouts of vehicles which are being used antisocially. The Force have recently purchased two drones which will assist in policing off road activity.
- 101/Control Room – a common complaint received through community engagement is response times when contacting 101. Online reporting will become available towards the end of 2019 through the transition to the Single Online Home system, and this will provide an alternative reporting route for non emergency issues. Additional resources have also been brought into the Police Control Room to assist with demand.
- Speeding – a common community complaint is speeding vehicles in residential areas. A review has recently been conducted of Community Speedwatch and each Local Policing Area now has speed watch equipment and trained PCSOs to deliver speed watch operations in conjunction with community members. The Special Constabulary also provide additional speeding enforcement support in residential area.
- Antisocial behaviour – a key concern raised by residents regards antisocial behaviour, in particular related to young people. This was reinforced by a recent consultation undertaken by Middlesbrough Council where 83% of residents stated that antisocial behaviour was a concern for them. The PCC commissioned Victim Care and Advice Service continues to provide support for victims of antisocial

behaviour, and the Police and community safety partners continue to work in partnership to target people behaving antisocially.

- Retail crime – a perceived lack of police response to shoplifting offences was raised by a number of retailers. A newly established retail crime team is working to target repeat offenders and engagement with retailers continues through the North East Retail Crime Partnership.
- Rural crime – some residents in rural areas reported a perceived lack of agency response to rural specific issues. The Force Rural Crime Prevention Officer works in partnership with other agencies to tackle rural crime. This includes regular operations in rural areas such as Eston Hills and Guisborough Woods, target hardening with rural residents and businesses and targeted activity through the PCC chaired Tees Rural Crime Forum
- Crucial Crew – 10 and 11 year olds in Middlesbrough were engaged with through the Crucial Crew community safety event. The top crime concerns mentioned were drug dealing, violence and house burglary, with young people reporting that they felt particularly unsafe in parks, mostly due to the activity of older children. This was reflected in the fact that the top antisocial behaviour concerns was teenagers hanging around.
- Victim focus groups – the OPCC conducted a series of focus groups with victims of crime and frontline staff to ascertain their views on victim expectations when reporting incidents to the Police. Key areas highlighted were:
 - Clear and realistic timescales – to be set at the point of reporting the incident. Victims recognise the pressure on resources and are prepared to wait for a response if this is outlined realistically at the point of reporting
 - Police attendance – as the Force puts in place measures to manage demand police attendance is only undertaken when this is deemed appropriate, however many victims expect Police to physically attend all incidents – *'everything is a zero to a victim'*
 - Accurate, Consistent Information - lack of consistency between the information provided by call takers and the information provided by attending officers can lead to confusion for the victim.
 - Single Point of Contact - Victims appreciate having a specific point of contact to deal with regarding the progress of their case.
 - Communication - Victims would like regular updates on the progress of their case. Even if nothing has happened they would like an update periodically to let them know this.
 - Repeat Victims - repeat victims expect officers to have an awareness of previous incidents, and also expect that all incidents will be considered in one investigation rather than in isolation.

Conclusion

A range of issues has been raised through community engagement conducted by the OPCC. Issues raised are fed into the OPCC scrutiny and performance mechanism.

Community Trigger

Following the release of the Victims Commissioner's report – Anti Social Behaviour – Living a Nightmare, the report highlights the introduction of the Community Trigger and how there are a range of agencies involved in tackling ASB which leads to uncertainty as to who is responsible for dealing with particular problems. As a result, victims can sometimes find themselves being passed from the police to the council to their landlord and back again, or reporting the same problem over and over again. The impact on vulnerable victims can be devastating. This was meant to provide additional accountability to ensure agencies work together through a partnership approach.

The review provides a number of recommendations so it would be helpful to discuss each local authority's experiences of the Community Trigger and how they are responding to the recommendations.

The report makes the following recommendations to improve the experiences of victims of ASB:

- Recognition of the impact on victims of persistent ASB, by **revising the Victims' Code of Practice**, to afford them the same entitlement to support as all other crime victims, when they reach the 'three complaints' threshold needed to activate the Community Trigger.
- **Tackling the failure to adequately respond to 101 phone calls quickly – or in some cases, not at all and reviewing the charges** and whether to mirror the free 999 emergency number.
- A legal requirement for Local Authorities, Police and Crime Commissioners, Police and housing associations to **display accurate guidelines on the Community Trigger prominently on their websites and notice boards and publications**, enabling all victims to seek help.
- **Empowering victims of ASB by informing them about their entitlement** to start the Community Trigger when responding to the second complaint within a six-month period.
- **Involving victims by** enabling them to attend resolution meetings to explain in person the impact the behaviour is having on them.
- **Making resolution meetings a real opportunity to challenge by** having meetings chaired by an independent person, thereby avoiding the impression of police and councils "marking their own homework".
- A call for the Home Office to **consider replicating legal powers** available to police in Scotland who can serve warnings, fines and seize noisy equipment.